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EXIN EPI Certified Information Technology Manager Sample Questions (Q14-Q19):

NEW QUESTION # 14

Business is changing fast, resulting in the need to formally appoint a new staff member responsible for guiding the process in a controlled manner. Which role does apply?

- A. Business Relationship Manager
- B. Risk Manager
- C. Change Manager
- D. Service Level Manager

Answer: C

Explanation:

In a fast-changing business environment, a Change Manager (D) is responsible for guiding the change process in a controlled manner. According to ITIL, the Change Manager oversees the change management process, ensuring that changes to IT services or infrastructure are assessed, approved, and implemented with minimal disruption to business operations. This role is critical when rapid business changes require structured control to maintain stability and alignment with organizational goals.

* Risk Manager (A): Focuses on identifying and mitigating risks, not directly managing change processes.

* Service Level Manager (B): Ensures service levels meet agreed standards, focusing on service delivery rather than change control.

* Business Relationship Manager (C): Manages relationships with business stakeholders to align IT services with needs, not specifically change processes.

The Change Manager's role, as defined in ITIL's change management framework, is essential for controlling the pace and impact of changes in a dynamic environment.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management processes, detailing the Change Manager's responsibilities. Check sections on ITIL change management or service transition.

NEW QUESTION # 15

Controls to manage risk have been implemented and evaluated successfully. Risks are now at the level which the organization is willing to accept. What is the name of this risk?

- A. Lowered risk
- B. Reduced risk
- C. Modified risk
- D. **Residual risk**

Answer: D

Explanation:

In risk management, after controls are implemented to mitigate risks, the remaining risk that the organization is willing to accept is called residual risk (C). According to frameworks like ISO/IEC 27001 and COBIT, residual risk represents the level of risk that persists after applying controls, deemed acceptable based on the organization's risk appetite. For example, if a control reduces the likelihood or impact of a threat (e.g., data breach), the remaining exposure is the residual risk, which the organization monitors but does not further mitigate unless necessary.

* Reduced risk (A): Not a standard term; implies a general decrease but lacks specificity.

* Lowered risk (B): Similar to reduced risk, not a recognized term in risk management frameworks.

* Modified risk (D): Implies risk alteration but is not a standard term for post-control risk levels.

Residual risk is a critical concept in risk management, ensuring organizations understand and accept the remaining exposure after mitigation efforts.

Reference: EPI CITM study guide, under Risk Management, likely references ISO/IEC 27001 or COBIT, emphasizing residual risk in risk assessment and treatment processes. Check sections on risk management frameworks or risk evaluation.

NEW QUESTION # 16

Little to no budget is available for hiring new staff for the IT service desk. What is the ideal method of sourcing knowing that little time is available?

- A. Recruitment agency
- B. Internal IT staff based on a SWOT analysis
- C. Word of mouth
- D. **Internet job board**

Answer: D

Explanation:

Given the constraints of little to no budget and limited time, internet job boards are the ideal sourcing method. They are cost-effective (often free or low-cost), allow quick posting of job openings, and reach a wide pool of candidates, enabling rapid hiring.

Word of mouth (A) is informal and may not yield qualified candidates quickly. Internal IT staff based on SWOT analysis (B) is not a standard recruitment method and takes time to analyze. Recruitment agencies (D) are expensive and slower due to their processes, making them unsuitable for low-budget, urgent hiring.

Reference: EPI CITM study guide, under IT Organization, likely discusses recruitment strategies for IT staff, emphasizing cost-effective methods like job boards. Check sections on human resource management or staffing.

NEW QUESTION # 17

Users (customers) are complaining about the quality of how problems are being solved. What is the most likely cause?

- A. Errors in priority
- B. Lack of budget to manage problems
- C. Wrong allocation of problems
- D. Poor registration of problems

Answer: D

Explanation:

InITIL's problem management process, poor registration of problems (A) is the most likely cause of low-quality problem resolution. Effective problem management requires accurate logging of incidents and problems, including detailed descriptions, to enable proper root cause analysis and resolution. If problems are poorly registered (e.g., incomplete or inaccurate data), it hinders diagnosis and resolution, leading to customer dissatisfaction.

* Wrong allocation of problems (B): Incorrect assignment to teams can delay resolution but is less fundamental than poor registration, which affects the entire process.

* Errors in priority (C): Incorrect prioritization may delay urgent issues, but poor registration impacts resolution quality more directly.

* Lack of budget (D): May limit resources, but the scenario points to process quality, not resource constraints.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's problem management, emphasizing accurate problem logging. Check sections on ITIL problem management or service operation.

NEW QUESTION # 18

On behalf of senior management, the Human Resource management department instructs all unit managers to perform appraisal meetings using SMART conditions. Which method is expected to be followed?

- A. Ranking
- B. Performance ranking method
- C. Management By Objectives
- D. Graphic rating scales

Answer: C

Explanation:

SMART (Specific, Measurable, Achievable, Relevant, Time-bound) is a goal-setting framework commonly associated with Management By Objectives (MBO). MBO involves setting clear, measurable objectives for employees, aligning individual performance with organizational goals. In appraisal meetings, using SMART conditions ensures that performance goals are clearly defined and trackable, which is a hallmark of MBO.

Graphic rating scales (B) involve rating employees on a scale for various traits, not necessarily tied to SMART goals. Ranking (C) and Performance ranking method (D) focus on comparing employees, which doesn't align with SMART's emphasis on individual, objective-based performance evaluation.

Reference: EPI CITM study guide, under IT Organization, likely discusses performance management and appraisal techniques, referencing MBO in the context of SMART goal-setting. Refer to sections on human resource management or organizational performance.

NEW QUESTION # 19

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